



Property Casualty Insurers  
Association of America

## FIND YOUR INSURANCE COMPANY: TOLL-FREE NUMBERS FOR POLICYHOLDERS

PCI wants to help ensure that citizens are prepared in case of a severe storm or other natural catastrophe. Property insurance policyholders who have questions about their coverage are encouraged to call their insurance agent or company directly.

Additionally, each insurance company has set up a special toll-free number to discuss their policyholders' questions in these times of need. Please keep in mind that during the time of a storm, individuals might experience a high call volume.

Flood insurance is administered as a separate policy under the National Flood Insurance Program (NFIP), which is the primary source for flood insurance in the United States. Flood insurance policyholders can call the NFIP toll-free at 800-427-4661 and information can be found on the internet at [www.floodsmart.gov](http://www.floodsmart.gov).

### Here is a list of claim contact numbers:

#### A

1st Auto Casualty and Insurance Company 800-261-2886

AAA Insurance (Auto Club Family Insurance Company)  
800-222-7623 ext. 5000

AAA Mid-Atlantic Insurance Company 888-222-0086

AAA Mid-Atlantic Insurance Company of New Jersey  
888-222-0086

ACA Insurance Company 800-207-3618

ACE Agribusiness 800-585-9624

ACE Private Risk Services 800-945-7461

Acadia Insurance Company 800-444-0049, ext. 2600

ACE USA Clients receive individual 800 numbers or call  
800-433-0385 (ACE USA/INAMAR Marine claims); 800-234-7354  
(Disaster Mortgage Protection claims)

Acuity 800-242-7666

Adirondack Insurance Exchange 877-248-0555

Agency Insurance Company 800-841-5241

Alfa Alliance Insurance 855-ALFA-AIC

Alfa Insurance Group 800-964-2532

Alfa Specialty 877-584-7466

Alfa Vision 877-584-7466

Allstate 800-54-STORM (800-547-8676)

Allstate Floridian Insurance Company 800-54-STORM  
(800-547-8676)

American Health Insurance Plans (AHIP) 800-644-1818

American Alternative Insurance Company 866-220-3505

American Alternative Insurance Corporation 866-220-3505

American Family Insurance Co. 800-MYAMFAM (1-800-692-6326)

America First Insurance 877-263-7890

American General Property Insurance Company of Florida  
800-321-2452

American Hallmark Insurance Company of Texas, 800-486-5616

American Integrity Insurance Group 866-277-9871

American International Group, Inc. (AIG) 877-AIG-0304

American Modern Insurance Group, Inc. 800-375-2075

American National Property & Casualty Company & Affiliates  
800-333-2860

American Reliable Insurance Company 800-245-1505

American Security Insurance Company 800-245-1505

American Southern Insurance Company 800-241-1172

American Strategic Insurance 866-ASI-LOSS (274-5677)

American Traditions Insurance Company 866-270-8430

Ameriprise Insurance Company (Ameriprise Auto & Home  
Insurance) 800-872-5246

Amerisure Insurance Company 800-257-1900

AMICA Mutual Insurance Company 800-242-6422

Ansur America Insurance Company 800-234-4433

ARI Insurance Companies 800-820-4506

Arch Insurance 800-817-3252

Argo Select 800-777-3602 ext. 1614

Armed Forces Insurance Exchange 800-255-0187

Assurance America Insurance Company 888-580-8134

Assurant 877-459-6075

Austin Mutual Insurance Company 800-328-4628

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Auto Club Group Insurance Company 888-637-2287  
Auto Club Insurance Association 888-637-2287  
Auto Club Insurance Company of Florida 888-929-4222  
Auto Club Property-Casualty Insurance Company 888-637-2287  
Auto Club South Insurance Company 800-289-1325  
Auto Owners Insurance Company (Palm City) 800-783-1269  
Auto Owners Insurance Company (Ft. Myers) 800-437-2256  
Avemco Insurance Company 800-874-9124  
AXA Re Property and Casualty 800-216-3711

## **B**

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Badger Mutual Insurance Company 800-837-7833  
Bankers Insurance Company 800-765-9700  
Bankers Specialty Insurance Company 800-765-9700  
Berkshire Hathaway Homestate Companies 800-356-5750  
Bituminous 800-475-4477  
Brethren Mutual Insurance Company 800-621-4264  
Bristol West Insurance Group 800-BRISTOL (800-274-7865)  
Builders Mutual Insurance Company 800-809-4861  
Burlington Insurance Group 877-434-2667

## **C**

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California Casualty 800-800-9410  
Capitol Preferred Home Insurance 800-734-4749 or 888-388-2742  
Capitol Indemnity Insurance Companies 800-475-4450  
Casco Indemnity Company 877-542-3156  
Casco Indemnity Company (glass claims) 888-835-3452  
Catlin Underwriting Agency 800-216-0652  
Central Insurance Companies 888-263-2924  
Century Insurance Companies 800-878-7389  
CHUBB Insurance Group 800-252-4670 (800-CLAIMS-O)  
Church Mutual Insurance 800-554-2642  
Citizens Property Insurance Corp. 866-411-2742 (866-411-CPIC)  
Cincinnati Insurance Company (call your local agent or 877-242-2544)  
CNA (First Notice Systems) 877-CNA-ASAP (877-262-2727); (non-toll-free, for those experiencing difficulties accessing the FNS number) 413-858-4137  
Colony Insurance Company 800-577-6614 ext. 1  
Colony Specialty 800-456-8458  
Columbia Insurance Group 866-458-7506  
Companion Property & Casualty 800-649-2948  
Conifer Insurance Company 866-412-2424  
Continental Western Insurance Company 800-444-0049, ext. 2600  
COUNTRY Financial 866-COUNTRY  
Countrywide Insurance Group 888-768-2096

Crusader Insurance Company 800-669-9800  
CUNA Mutual 800-637-2676  
Cypress 888-352-9773

## **D**

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Dairyland Insurance Company (see Sentry Insurance)  
Diamond State Insurance Company 800-788-4780, 800-621-5410 (after hours)  
Direct Auto Insurance 800-403-1077  
Direct General Insurance 877-463-4732  
Discovery Insurance Company 800-658-1492  
Drive Insurance from Progressive 800-925-2886  
Dryden Mutual Insurance Company 800-782-0154

## **E**

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Eastern Mutual Fire Insurance Company 800-671-8550  
Electric Insurance Company 800-227-2757  
Elephant Insurance Company 877-218-7865  
EMC Insurance Companies 888-362-2255  
Encompass Insurance Company 800-588-7400  
Erie Insurance Group 800-458-0811  
Esurance Insurance Company 800-926-1175  
Esurance Insurance Company of New Jersey 800-926-1175  
Esurance Property and Casualty Insurance Company 800-926-1175  
Everest National Insurance Company 800-438-4375, 866-287-1736  
Explorer Insurance Company 877-849-4678

## **F**

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Fairmont Specialty 800-392-1970  
Farm Bureau Property and Casualty 800-226-6383  
Farm Family Casualty Insurance Company 800-948-3276  
Farmers 800-435-7764  
Farmers Mutual Fire Insurance Company of Salem County (NJ) 800-498-0954  
FCCI (first report of injury) 800-226-3224  
Federated Mutual Insurance Company 888-333-4949  
Federated National Insurance Company 800-293-2532  
Federated Service Insurance Company 888-333-4949  
FEMA 800-621-3362  
Fidelity Fire and Casualty 877-744-5224  
Fidelity National Indemnity Insurance Company 800-725-9472  
Fireman's Fund 888-347-3428 (888-FIREHAT)  
First Community Insurance Company 800-765-9700  
First Financial Insurance Company 877-434-2667

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First Floridian 800-252-4633 (800-CLAIM33) (personal);  
800-238-6225 (business)

First Premium Insurance Group (Lloyd's Mobile Home)  
800-432-3072

First Protective Insurance Company 877-744-5224

Florida Department of Insurance 800-342-2762

Florida Family Insurance Company 888-486-4663

Florida Farm Bureau Insurance Companies 866-275-7322

FM Global 877-639-5677 (877-NEWLOSS)

Foremost Insurance Company 800-527-3907

Frankenmuth Mutual Insurance Company 800-234-4433

## **G**

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GEICO 800-841-3000

The General 800-280-1466

General Casualty 888-737-8256

General Star Indemnity Company 800-624-5237

General Star National Insurance Company 800-624-5237

Georgia Casualty & Surety 800-279-8279 (claim reporting)

Georgia Farm Bureau Insurance 855-432-2567

GeoVera Specialty Insurance 800-631-6478

Germania Insurance 877-437-6264

GMAC Insurance (Auto Claims) 800-468-3466

Grange Mutual Casualty Company 800-445-3030

Grange Insurance 800-445-3030

Granite Mutual Insurance Company 800-435-0397

Graphic Arts Mutual Insurance Company 800-216-1420

Great American Insurance Group 800-221-7274 and  
800-972-3008

Guard Insurance Group 800-673-2465

GuideOne Insurance 888-748-4326

Guilford Specialty Group 877-434-2667

Gulfstream Property and Casualty Insurance Company  
866-485-3005

## **H**

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Hallmark County Mutual Insurance Company 800-486-5616

Hallmark Insurance Company 800-486-5616

Hallmark National Insurance Company 800-486-5616

Hanover Insurance Group 800-628-0250

Harco National Insurance 800-822-4429, 800-753-6737  
(after hours)

The Hartford 800-243-5860

Hartford Insurance Company of the Midwest 800-637-5410 or  
800-243-5860

Hartford Steam Boiler Inspection and Insurance 888-472-5677

Hochheim Prairie Insurance 800-222-4736

Holyoke Mutual Insurance Company in Salem 800-225-2533

Horace Mann Insurance 800-999-1030

Hudson Insurance Company 866-546-3981

Hudson Specialty Insurance Company 866-546-3981

Hull & Company 800-241-4855

## **I**

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ICAT 866-789-4228

IDS Life Insurance Company (Ameriprise Financial)  
800-862-7919

IDS Property Casualty Insurance Company (Ameriprise Auto &  
Home Insurance) 800-872-5246

Illinois Casualty Company 800-445-3726

Imperial Fire & Casualty Insurance Company 800-960-5677

Infinity Insurance Companies 800-334-1661

Interinsurance Exchange of the Automobile Club 800-672-5246

Ironshore 877-IRON411

## **J - K**

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Jewelers Mutual Insurance Company 800-558-6411

Kemper Direct Insurance Company 877-506-4222

Kemper Preferred 888-252-2799

Kemper Direct Property and Casualty Company  
877-506-4222

Kemper Specialty Insurance 888-253-7834

Keystone Insurance Company 888-222-0086

## **L**

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Lancer insurance Company 800-521-6155

Lantana, Ltd. 800-239-0229

Liberty Mutual 800-2CLAIMS or 800-225-2467 (personal lines);  
800-259-2184 (commercial property)

Louisiana Citizens Property Insurance Corporation  
800-931-9548

Louisiana Department of Insurance 800-259-5300  
(toll-free inside Louisiana only); 225-342-5423

Louisiana Farm Bureau 866-275-7322

## **M**

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Main Street America Group 877-425-2467

Main Street America Insurance Company 877-425-2467

Mapfre Insurance Company of Florida 800-948-4242

Markel American Insurance Company 888-629-8848

Meadowbrook Insurance Group 800-825-9489

Member Select Insurance Company 888-637-2287

Mercury Insurance Group 800-987-6000

MetLife Auto & Home 800-854-6011

Middlesex Mutual Insurance Company 800-225-2533

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Mississippi Farm Bureau 866-275-7322  
Modern USA Insurance Company 866-270-8430  
Motors Insurance Corporation (Commercial Lines)  
800-225-5642  
Mutual Aid eXchange (MAX) 877-971-6300  
Mutual Assurance Society of Virginia 800-648-1794

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Narragansett Bay Insurance Company 800-343-3375  
NAS 800-542-9200  
National Automotive Insurance 800-738-6248  
National Casualty Company 800-423-7675  
National Farmers Union 866-638-5677  
National Flood Insurance Program 800-427-4661  
National Interstate Insurance Company 800-929-1500  
National Security Underwriters 866-295-8041  
Nationwide 800-421-3535  
NJM Insurance Group 800-367-6564  
National Interstate Insurance Company 800-929-0870  
New England Guaranty Insurance Company 800-671-8550  
New Jersey Skylands Insurance Association 866-279-7688  
NGM Insurance Company 877-425-2467  
North Carolina Farm Bureau 888-303-2249  
North Pointe Casualty Insurance Company 800-910-1104  
North Pointe Insurance Company (hurricane-related claims)  
800-910-1104  
North Pointe Insurance Company (non-hurricane-related claims)  
800-229-6742  
North Pointe Insurance Group 800-910-1104  
Northern Capital Insurance 866-270-8430  
Northern Neck Insurance Company 877-968-7252  
Northern Security Insurance Company 800-435-0397

## **O**

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Occidental Fire & Casualty 800-780-8423  
Ohio Casualty and West American Insurance Company  
866-255-5530  
Old Dominion Insurance Company 877-425-2467  
Olympus Insurance Company 866-281-2242  
Omega Insurance Company 800-216-3711, 800-342-3407  
OneBeacon 877-248-4968  
Oregon Mutual Insurance Company 800-888-2141, ext. 7

## **P - Q**

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Pacific Specialty Insurance Company 800-962-1172  
Pacific Specialty Property and Casualty Company 800-962-1172  
Patriot General Insurance Company (see Sentry Insurance)

Patriot Insurance Company 866-460-1776  
Patrons Oxford Insurance Company 800-445-2330  
Penn America Insurance Company 800-788-4780;  
800-621-5410 (after hours)  
Penn-Patriot Insurance Company 800-788-4780, 800-621-5410  
(after hours)  
Penn-Star Insurance Company 800-788-4780; 800-621-5410  
(after hours)  
Pennsylvania National Mutual Casualty Insurance Company  
800-766-2245  
Pharmacists Mutual Insurance Company 800-247-5930  
PMA Companies 888-476-2669  
Princeton Excess and Surplus Lines Insurance Company  
866-220-3505  
ProCentury Insurance Company 800-878-7389  
Progressive 800-PROGRESSIVE (776-4737); or 719-432-0264  
Protective Insurance Company 800-644-5501  
Providence Mutual Fire Insurance Company 877-763-1800,  
855-763-5677  
QBE Agri 800-777-0078  
QBE Financial Partner Services 866-331-4832  
QBE First 866-331-4832  
QBE North America 800-239-0229  
QBE Regional Insurance 888-737-8256  
Quincy Mutual Fire Insurance Company 800-490-0047

## **R**

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Regency (Tower Hill) 800-216-3711  
Republic Fire & Casualty (Homeowners, Dwelling Fire,  
Auto & Commercial) 800-451-0286  
Republic Group (Republic Fire & Casualty, Republic  
Underwriters Southern Ins Co, Southern Underwriters Ins)  
800-451-0286  
Republic Lloyds 800-451-0286  
Republic Underwriters (Commercial) 800-451-0286  
RLI Insurance Company 800-444-0406  
Rockhill Insurance Company 877-305-7625

## **S**

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Safeco 800-332-3226  
Safeway Insurance Company 888-203-5129; 888-723-3055  
(Florida)  
Sagamore Insurance Company 800-317-9402  
Savers Property & Casualty Insurance Co. 800-825-9489  
Scottsdale Insurance Company 800-423-7675  
Security National Insurance Company 800-BRISTOL  
(800-274-7865)  
Selective Insurance Company of America 866-455-9969

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Sentry Insurance, A Mutual Company (Business Claims) 800-739-3344; (Property, Auto & Motorcycle Claims) 800-334-0090; (Life Claims) 800-272-0533

Sentry Life Insurance Company (see Sentry Insurance)

Sentry Select Insurance Company (see Sentry Insurance)

Service Insurance Company 800-780-8423

Shelter Insurance Group 800-SHELTER (800-743-5837)

Sompo Japan 800-444-6870

South Carolina Farm Bureau Mutual Insurance Company 800-799-7500

Southern Fidelity 866-874-7342

Southern General Agency 800-256-8277

Southern Insurance Company (Commercial) 800-451-0286

Southern Underwriters (Commercial) 800-451-0286

Southern Vanguard Insurance Company 888-432-9393

Southwest Business Corp. (Lloyd's Excess Flood) 800-527-0066

St. Johns Insurance Company 877-748-2059

Star Insurance Company 800-825-9489

Standard Guaranty Insurance Company 800-245-1505

State Auto Insurance Companies 800-766-1853

State Farm Insurance 800-SF-CLAIM (800-732-5246)

Stonington Insurance Company 800-239-0229

Stonington Lloyds Insurance Company 800-239-0229

Sunshine State Insurance Company 877-329-8795

## T

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TAPCO 888-437-0373

Texas Farm Bureau Insurance 800-266-5458

The Timbermen Fund (Louisiana Safety Association of Timbermen-SIF) 877-628-6730

Tower Group Companies 888-856-5222

Tower Hill Insurance Companies 800-216-3711, 800-342-3407

Travelers 800-252-4633 (800-CLAIM 33) - Personal Claims; 800-238-6225 - Business Claims

Travelers Boat & Yacht 800-772-4482

Travelers WC (first report of injury) 800-238-6225

## U

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Union Insurance Company 800-444-0049, ext. 2600

Union Mutual of Vermont Companies 800-671-8550

Unigard 800-777-0078

United Farm Family Insurance Company 800-948-3276

United Fire Insurance Company 800-343-9131

United National Casualty Insurance Company 800-788-4780, 800-621-5410 (after hours)

United National Insurance Company, United National Specialty Insurance Company 800-788-4780, 800-621-5410 (after hours)

Universal Insurance Company 888-846-7647

USAA 800-531-8722

USLI 800-523-5545

Utica First Insurance Company 800-456-4556

Utica Mutual Insurance Company 800-216-1420

Utica Mutual Insurance Company of Texas 800-216-1420

Utica National Insurance Group 800-216-1420

## V - Z

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Vanliner Insurance Companies 800-325-3619

Vermont Mutual Insurance Company 800-435-0397

Voyager Indemnity Insurance Company 800-245-1505

Western Agriculture Insurance Company 800-727-7868

Western Protectors Insurance Company 800-888-2141, ext. 7

Western United Insurance Company 800-207-3618

Westfield Insurance 866-937-2663

White Pine Insurance Company 877-445-6242

Wilshire Insurance Company 800-780-8423

Wright National Flood Insurance Company 800-725-9472

XL Insurance 800-688-1840

Yosemite Insurance Company 800-325-2147

Zenith (first report of injury) 800-440-5020

Zurich Insurance Company 800-987-3373

### Information provided courtesy of the Property Casualty Insurers Association of America (PCI).

PCI is composed of more than 1,000 member companies, representing the broadest cross section of insurers of any national trade association. PCI members write more than \$190 billion in annual premium, 40 percent of the nation's property casualty insurance. Member companies write 46 percent of the U.S. automobile insurance market, 32 percent of the homeowners market, 38 percent of the commercial property and liability market, and 41 percent of the private workers compensation market.

